



SUPPORT RESOURCES

2021 REPORT

OVERVIEW

Guided by a Board of Trustees representing all components of Indiana’s criminal and juvenile justice systems, the Indiana Criminal Justice Institute (ICJI) serves as the state’s planning agency for criminal justice, juvenile justice, traffic safety and victim services. The ICJI develops long-range strategies for the effective administration of Indiana’s criminal and juvenile justice systems and administers federal and state funds to carry out these strategies.

Enacted during the 2021 legislative session, House Enrolled Act 1468 requires that by December 1, 2021, the ICJI (established under IC 5-2-6-3) shall submit a report to the Legislative Council with recommendations for the best telephone numbers, including any available texting options, to list on a student identification card for students to access support and resources to address suicide prevention, human trafficking, teen dating violence, and sexual assault. This report must consider the scope of services that will be offered by the 9-8-8 crisis hotline and must be submitted in an electronic format under IC 5-14-6. This subsection expires January 1, 2022.



Across the United States, several barriers regularly impact the ability to seek help. These barriers most often are complicated by a lack of knowledge in how to access resources, stigma, availability of resources, and the real-time capitalization on time-bound stages of change. In Indiana, these barriers are no different; however, for several years Indiana has been making progress towards a crisis focused triage-to-care model.

A foundational component of a real-time triage-to-care model is to have telephonic, textual, and chat access to resources, services, and information. In addition, it is necessary that those who are impacted by a crisis and/or traumatic events have access to a list of resources for real-time triage.

Stress science has strongly indicated that a clear and concise presentation of resources and information is necessary when responding to or experiencing a crisis. It is no surprise that clarity is necessary, but it is also biologically critical. Human beings struggle to perform complex tasks when under severe strain or distress—

which occurs in crisis or traumatic situations—because the body diverts to a flight, fight, freeze state when under threat, which adversely impacts high-level executive functions, information processing, and cognitive-based action.

In the United States, the move towards a centralized resource is necessary financially, cognitively, and socially. As we have seen with 9-1-1, it is essential to centralize resource access and apparatus distribution. This not only mitigates the necessity to memorize complex multi-digit numbers, but also provides a simple number that can be easily socialized.

The National Suicide Hotline Designation Act of 2020 (Public Law No: 116-172) was a bill to amend the Communications Act of 1934 to designate 9-8-8 as the universal telephone number for the purpose of the national suicide prevention and mental health crisis hotline system operating through the National Suicide Prevention Lifeline and through the Veterans Crisis Line, and for other purposes. The FCC is requiring activation of 9-8-8 by July of 2022.



Indiana, using a collective planning approach, has undertaken 9-8-8 planning through the Family Social Services Administration's (FSSA) Division of Mental Health and Addiction (DMHA). Through this collective approach, it is clear that 9-8-8 will be the most important number for mental health and crisis related services in Indiana. Indiana plans to expand the crisis-continuum of care through 9-8-8, enhancing the established triage to care model established by DMHA and setting up the 9-8-8 crisis centers as call triage centers which will provide quality coordination of crisis care in real-time. However, the scope of services provided by the 9-8-8 centers will depend on how 9-8-8 and the crisis continuum will be funded. If 9-8-8 centers are fully funded, then these centers will offer the following best practice services:

- » 24/7/365 phone, text, and chat services for all 92 Indiana counties.
- » Implementing GPS-enabled technology in collaboration with partner crisis mobile teams to more efficiently dispatch care to those in need.
- » Utilizing real-time regional bed registry technology to support efficient connection to needed resources.
- » Scheduling outpatient follow-up appointments in a manner synonymous with a warm handoff to support connection to ongoing care following a crisis episode.

Often, the holistic and interconnected needs of individuals in crisis are the hardest part to address without a single centralized access point. Through 2-1-1 (or 1-866-211-9966), DMHA has leaned into providing free and confidential services that help individuals and families find local resources. DMHA has extensive experience in service coordination for people in need through the Be Well Indiana program and the hope is that DMHA will be able to do the same with 9-8-8.

An analysis of the ecosystem quickly reveals a congested menagerie of numbers that are inconsistent in their structure and ability to

respond to a crisis. Further exacerbating inconsistent approaches, there are often gaps in professional knowledge and a micro-focus on hyper specific topics or populations. With [2020 setting records for calls to crisis lines](#), it is clear that the numbers providing the most comprehensive resources are necessary to encourage outreach and mitigate confusion. A semi-exhaustive list for consideration is provided below. It should be noted that an exhaustive list may never be truly possible, as resources are constantly expanding in the behavioral health and social wellbeing ecosystem. Instead, this list should be viewed as a curated point in time analysis.

RECOMMENDED NUMBERS

Below are recommendations for the best telephone numbers, including any available texting options, to list on a student identification card for students to access support and resources to address suicide prevention, human trafficking, teen dating violence, and sexual assault. It is the recommendation of the ICJI that the numbers on the following pages be listed.

SUICIDE PREVENTION AND MENTAL HEALTH CRISIS



1-800-273-8255

National Suicide Prevention Lifeline: This is a 24-hour national crisis line for individuals facing a mental health or suicide-related crisis.



1-800-950-NAMI (6264)

National Alliance on Mental Illness Helpline: This is a 24-hour hotline for individuals experiencing a variety of mental health crises.



9-8-8

Going live in July 2022, this is a single-line resource for individuals experiencing mental health crisis, suicide-related thoughts, or other mental health related concerns. This number will replace the National Suicide Prevention Lifeline number (1-800-273-8255).



2-1-1

This is a free and confidential service hosted by the Family and Social Services Administration that can connect individuals experiencing a variety of crises with local resources.

HUMAN TRAFFICKING



1-888-373-7888

National Human Trafficking Hotline: This is a 24-hour hotline for information and services for individuals that have experienced or are currently victims of human trafficking.



1-866-331-9474

National Teen Dating Abuse Helpline: This is a 24-hour hotline for individuals ages 13 -18 years.

DOMESTIC VIOLENCE



1-800-332-7385

Indiana Coalition Against Domestic Violence: This is a 24-hour hotline hosted by the coalition that can be accessed by individuals experiencing domestic or intimate partner violence to find resources, information and service providers.



1-800-799-SAFE (7233)

National Domestic Violence Hotline: This is a 24-hour hotline for any individual experiencing domestic or intimate partner violence.

SEXUAL ASSAULT



1-800-656-HOPE (4673)

RAINN (Rape, Abuse & Incest National Network): This is a 24-hour hotline for individuals who have experienced sexual violence or abuse.

SUICIDE PREVENTION



suicidepreventionlifeline.org

National Suicide Prevention Lifeline: Chat is available 24/7 across the U.S.

DOMESTIC VIOLENCE



thehotline.org

National Domestic Violence Hotline: Live chat is available 24/7 across the U.S.

HUMAN TRAFFICKING



humantraffickinghotline.org

National Human Trafficking Hotline: Live chat is available across the U.S.

SEXUAL ASSAULT



rainn.org

RAINN (Rape, Abuse & Incest National Network): Live chat is available 24/7 across the U.S.

TEEN DATING VIOLENCE



loveisrespect.org

National Teen Dating Abuse Helpline: Live chat is available 24/7 across the U.S.

MENTAL HEALTH



BeWellIndiana.org

Family and Social Services Administration: A resource page hosted by the Department of Mental Health and Addiction with a variety of resources for individuals seeking help.

SUICIDE PREVENTION AND CRISIS INTERVENTION



Text "START to 678-678"

Hosted by the Trevor Project.

TEEN DATING VIOLENCE



Text "LOVEIS" to 22522

Part of the National Teen Dating Abuse Helpline.

CRISIS COUNSELING



Text "IN" to 741741

Hosted by the Crisis Text Line.

DOMESTIC VIOLENCE



Text "START" to 88788

Part of the National Domestic Violence Hotline.

HUMAN TRAFFICKING



Text 233733

National Human Trafficking Hotline.

SEXUAL ASSAULT



Text "HOME" to 741741

Hosted by the Crisis Text Line.

FINAL THOUGHTS

The ICJI has no recommendation on the format or placement of these numbers on a student identification card, only that these are the most applicable numbers that may be beneficial to individuals throughout the state who are in need of the services contemplated by House Enrolled Act 1468. There may be regional or local numbers that are also available, but the information listed above is the most applicable to all Hoosiers regardless of where they are located within the state.





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